



# Online Renewals for Unattended Food Establishments

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## Creating an Account

To access Iowa's Online Food Licensing System, please log onto the site by entering <https://iowa.safefoodinspection.com> into your internet browser. Although the application functions in the most common internet browsers, the preferred internet browser is Google Chrome. If you are using another internet browser, the appearance of some of the pages and messages may differ from those in this user guide.

### Log In Page:

The screenshot shows the Iowa Department of Inspections & Appeals website. The header includes the department name and a navigation bar with links for Iowa State Agencies, Online Services, and Governor information. The main content area is titled 'Welcome To USA Food Safety' and features a 'Log In' box. This box contains fields for 'User Name \*' and 'Password \*', along with 'Log In' and 'New Account' buttons. Below the 'Log In' box, there are 'Other Options' including 'Forgot Password', 'WiFi Hotspot(s)', 'Forgot your Password? Retrieve it Here!', and 'Find a WiFi Hotspot'. Three blue callout boxes provide instructions: one for the 'Forgot Password' function, one for existing users to use the 'Log In' button, and one for new users to use the 'New Account' button.

**IOWA DEPARTMENT OF INSPECTIONS & APPEALS**

IOWA STATE AGENCIES ONLINE SERVICES  
Kim Reynolds, Governor Adam Gregg, Lt. Governor

**Welcome To USA Food Safety**

**Log In**

User Name \*:

Password \*:

Other Options:

If you forget your password, please use the "Forgot Password" function. As passwords are required to be changed every 120 days, the Forgot Password function will allow you access if you are an infrequent user.

If you already have an account, please enter your User Name and password then select "Log In."

If you are a new user of the system, please select "New Account."

## New User Account

### New User Organization Questionnaire

#### Question

What is the primary purpose for creating an account today? \*

If you know what type of license you are renewing or applying for, select the correct option. If you are unsure about which license option to select, please call 515-281-7102.

#### Options

- ☐ Apply for a social or charitable gambling license, such as, a raffle, sport betting pool, bingo, or games of skill and chance
- ☒ Apply for or renew an Iowa food establishment or lodging license (i.e. hotel, vending machine, home bakery, mobile food unit, temporary food establishment, farmer's market, restaurant, grocery store, or other direct to consumer food operation)
- ☐ Apply for or renew an Iowa food manufacturing or warehouse license
- ☐ Conduct activities associated with registered amusement devices

[Next](#)[Start Over](#)

IOWA STATE AGENCIES ONLINE SERVICE  
Kim Reynolds, Governor Adam Gregg, Lt. Governor

### New User Account

#### New User Organization Questionnaire

Question	Options
Does your operation have a business(es) located in single or multiple Iowa counties? *	<input checked="" type="radio"/> Multiple counties <input type="radio"/> Single county

[Previous](#) [Next](#) [Start Over](#)

If you are operating business in multiple counties, select the "Multiple counties" option. If you need to go to the previous screen, click "Previous" or "Start Over."

Kim Reynolds, Governor Adam Gregg, Lt. Governor

### New User Account

#### New User Organization Questionnaire

Question	Options
Does your operation have a business(es) located in single or multiple Iowa counties? *	<input type="radio"/> Multiple counties <input checked="" type="radio"/> Single county

[Previous](#) [Next](#) [Start Over](#)

If you are operating a single business in a single county, select the "Single county" option. If you need to go to the previous screen, click "Previous" or "Start over."

**New User Account**

**New User Organization Questionnaire**

**Question**  
Select the county where most of your businesses are located \*

**Options**  
Black Hawk

Previous Next Start Over

If you selected multiple counties, you will need to determine the county where the majority of your businesses reside. Once you select the county from the drop-down list, click "Next." If you have a single business, click "Previous." **[Please note: the "City of Dubuque" is a different option from "Dubuque County."]**

**New User Account**

**New User Organization Questionnaire**

**Question**  
Select the county where your business is located \*

**Options**  
Boone

Previous Next Start Over

If you selected a single county, please select the county where your business is located. Once you have selected your county from the drop-down list, click "Next." Otherwise, select "Previous" if you have multiple businesses. **[Please note: the "City of Dubuque" is a different option from "Dubuque County."]**

## New User Account

### New User Organization Questionnaire

Based on your responses the following regulatory jurisdiction has been selected: **DIA Food and Consumer Safety Bureau**

To proceed, select Confirm. To review the previous question, select Previous. To start over, select Start Over. [Food Regulatory Jurisdiction Map](#)

[Previous](#)[Confirm](#)[Start Over](#)

This screen will inform you of your regulatory jurisdiction. If you believe this information is incorrect, please read the instructions to review your response or choose to start over. You can also click "Food Regulatory Jurisdiction Map" to check the jurisdiction that has been selected. If you click the jurisdiction map, you will be taken to another page and be required to start over. Select "Confirm" to advance.

## Create a New User Account:

**Create your own User Name and Password.**

The "Home Jurisdiction" is pre-determined by your selection of your business location and license type.

Complete all user information fields. All fields marked with an asterisk (\*) are required fields.

Review the information you have entered for accuracy and select "Save."

**New User Account**

**User Information**

User Name \*

Password \*

Verify Password \*

Home Jurisdiction \*  
DIA Food and Consumer Safety Bureau

**Account Information**

First Name \*  
Middle \* ☐ None Available  
Last Name \*  
Suffix  
Account ID  
Not yet assigned  
Email \*  
Phone/Ext \*  
/ ☐ Emergency  
Cell Phone ☐ Emergency  
Fax  
Save Back

## Log In Page:

IOWA STATE AGENCIES ONLINE SERVICES  
Kim Reynolds, Governor Adam Gregg, Lt. Governor

### Welcome To USA Food Safety

#### Log In

User Name \*:

Password \*:

Other Options:

[Forgot your Password? Retrieve it Here!](#)

[Find a WiFi Hotspot](#)

Once you have saved your User Account, log in with your credentials.

## Home Page:

Home Tools Logout

### Facility Portal

Filter by Business Name

Add existing business: Business Code

If you are seeing this page, you have successfully logged in to the Iowa Online Food Licensing System. Congratulations!

If you do not see this page after attempting to login using your user credentials, please try again. If you are still unsuccessful, please contact the regulatory authority.



## Associating an Existing Food Business with a User Account

Once you have successfully logged into the Iowa Online Food Licensing System, the next step is to associate active food or lodging businesses with your user account. The Business Code that you need to associate an existing business with your user account is located on the food or hotel license renewal application that you receive from the regulatory agency.

Here is an example of the top portion of the food license renewal application:

**RENEWAL APPLICATION FOR UNATTENDED FOOD ESTABLISHMENT LICENSE**

Date of Renewal: \_\_\_\_\_

Has ownership changed since last license issued? ☐ Yes ☐ No

MARK'S MICRO MARKET  
321 12th ST  
Des Moines, IA 50319

If ownership has changed, give previous business name \_\_\_\_\_, and license number: \_\_\_\_\_ (if known)

**LATE PENALTIES APPLY IF LICENSE HAS EXPIRED**

RENEW ONLINE at [dia.iowa.gov](http://dia.iowa.gov)

License: 170945 Expires: 01/11/2019 Business Code: 3J6X-K2L7

The "Business Code" on the renewal must be entered in the space provided on the Iowa Online Food Licensing home screen.

Enter the Business Code from the renewal form here, and then select "Add."

Home Tools Logout

Facility Portal

Add existing business: Business Code Add

Filter by Business Name Show All

Once you add a Business Code, the food business will appear as a blue panel on the home screen.

If you are associated with more than one food business, you must enter the Business Code from other businesses and select "Add."

The screenshot shows the 'Facility Portal' interface. At the top, there is a navigation bar with 'Home', 'Tools', and 'Logout'. On the right, there is a shopping cart icon. Below the navigation bar, the title 'Facility Portal' is on the left, and on the right, there is a form labeled 'Add existing business: Business Code' with an 'Add' button. In the center, there is a search bar labeled 'Filter by Business Name' and two buttons: 'Show All' and 'Show Available for Renewal'. Below these, there is a text input field labeled 'Add New Business'. At the bottom, there is a single blue panel representing a business: 'MARK'S MICRO MARKET - 123094 - (1) - [icon]' with a right-pointing arrow.

Each valid Business Code added will add another business to the home screen.

This screenshot shows the 'Facility Portal' interface after adding a second business. The layout is identical to the previous screenshot, but now there are two blue panels listed at the bottom. The first panel is 'MARK'S MICRO MARKET - 123094 - (1) - [icon]' and the second panel is 'MARK'S RESTAURANT AND CATERING - 127815 - (2) - [icon]', both with right-pointing arrows.

Once a user has associated one or more food businesses with the user account, it is important that the business information is reviewed and updated as necessary to reflect the current operation. There are two areas where information is displayed: “Business Information” and “License Information.” Both of these areas contain operational information about each food business.

The screenshot shows the 'Facility Portal' interface. At the top, there are links for 'Home', 'Tools', and 'Logout'. A search bar labeled 'Filter by Business Name' is present, along with buttons for 'Show All' and 'Show Available for Renewal'. Below these is an 'Add New Business' button. The main content area displays a list of businesses. The first business is 'MARK'S MICRO MARKET - 123094 - (1)' with a status of 'Active'. Below this is a table with columns: 'Add To Cart', 'License Number', 'Program Type', 'Expire Date', and 'Status'. The table shows a license number of 170945 for an 'Unattended Food Establishment' program, expiring on 1/11/2019 (9 days). Below the table is an 'Add New Business' button. The second business is 'MARK'S RESTAURANT CATERING - 127815 - (7)'. Callout boxes provide instructions: one points to a paper and pencil icon for 'Business Information', another points to the 'Show Available for Renewal' button, and a third points to a right arrow icon for 'License Information'.

Add To Cart	License Number	Program Type	Expire Date	Status
	170945	Unattended Food Establishment	1/11/2019 (9 days)	Active

To access the “Business Information” screen, click the paper and pencil icon.

If you have multiple businesses, selecting “Show Available for Renewal” will filter out businesses that do not have licenses that are available for renewal at this time.

To view “License Information” click the “>” icon.

## Reviewing and Updating Business and License Information

### Business Information:

When the pencil and paper icon is selected, the “Edit Business Information” page will appear. Please review and update this information to reflect current operations. Note that some of the fields are locked (shaded in gray) and cannot be changed by the user. If there is inaccurate information in fields that are locked, please contact the regulatory authority.

EDIT: MARK'S SUPERMARKET

Business Name:  
MARK'S SUPERMARKET

Phone\*:  
515-555-0000

Cell: 515-555-5555

Email\*:  
email@gmail.com

☐ No Email Available

Mailing Address

☐ International Address

Street Number\*:  
321

Street Name\*:  
12th

Street Suffix:  
ST

Secondary Unit Type:  
▼

Secondary Unit Number:

Zip\*:  
50319

State\*:  
IA ▼

County\*:  
Polk ▼

City\*:  
Des Moines

Physical Address

☐ International Address

Street Number\*:  
321

Street Name\*:  
12th

Street Suffix:  
ST

Secondary Unit Type:  
▼

Secondary Unit Number:

Zip\*:  
50319

State\*:  
IA ▼

County\*:  
Polk ▼

City\*:  
Des Moines

Review and update the information to reflect current operations.

The user cannot edit fields that are shaded (locked). If information is inaccurate in these fields, contact the regulatory authority.

**Business Information (continued):**

Facility Data

Type Of Menu

Full Service Menu \*\*Attach menu ☐ No

Limited Menu \*\*Attach menu ☒ Yes

Emergency Contacts

Contact's Name	Address	Relationship	Cell Phone
Add New Contact			

Attachments

File Name	Description	Delete
Add New Attachment		

Save Changes

Ensure you select "Save Changes" if changes have been made to the Business Information.

Select "Add New Contact" to enter emergency contact information. Emergency contacts may receive alerts when emergencies arise such as power outages, boil orders, flooding, and other conditions that may affect the operation of the business. **Note:** At least one Emergency Contact is required before this screen will save or close.

Select "Add New Attachment" to provide the regulatory agency with information such as a copy of the current menu or product listing, water test results, policies and procedures, training documents, written agreements, Certified Food Protection Manager documentation, equipment layout and specifications, or other necessary information about the food business.

## License Information:

When the “>” icon is selected, the blue panel will expand to show a License Information summary. **Note:** only active licenses will display.

The screenshot shows the 'Facility Portal' interface. At the top, there are links for 'Home', 'Tools', and 'Logout'. A search bar labeled 'Filter by Business Name' is present, along with buttons for 'Show All' and 'Show Available for Renewal'. Below this is a section for 'Add New Business'. The main content area displays a table of licenses for 'MARK'S MICRO MARKET - 123094 - (1) - [icon]'. The table has columns for 'Add To Cart', 'License Number', 'Program Type', 'Name', 'Expire Date', and 'Status'. A blue callout bubble points to the '+' icon in the 'Add To Cart' column.

Add To Cart	License Number	Program Type	Name	Expire Date	Status
	170945	Unattended Food Establishment	-	1/11/2019 (9 days)	Active

To access detailed license information or “Business Program Reference Data,” click the “+” icon. Each “+” icon contains unique detailed license information.

**Detailed License Information (Business Program Reference Data):** The information displayed for each license will differ based on the license type. Please note that each license has separate program reference data that requires updating.

MARK'S MICRO MARKET - 123094 - (1) -					
Add To Cart	License Number	Program Type	Name	Expire Date	Status
	170945	Unattended Food Establishment	-	1/11/2019 (9 days)	Active
Business Program Reference Data					
Facility Information					
Name of the Business or Building where the Unattended Food Establishment will be located *			<input type="text"/>		
Is this establishment located in an area of the building that has controlled entry to the establishment that is not accessible to the general public? *			<input type="radio"/> Yes <input type="radio"/> No		
If you answered no, please explain. If you answered yes, please enter N/A. *			<input type="text"/>		
Do you sell or have on hand for sale or whole uncut fruits, vegetables or other produce that require peeling or hulling before consumption? *			<input type="radio"/> Yes <input type="radio"/> No		
If you answered no, please explain. If you answered yes, please enter N/A. *			<input type="text"/>		
Will the establishment be equipped with refrigeration or freezer units that have self-closing doors that allow food to be viewed without opening the door to the refrigerated cooler or freezer? *			<input type="radio"/> Yes <input type="radio"/> No		
If you answered no, please explain. If you answered yes, please enter N/A. *			<input type="text"/>		

All areas of the "Business Program Reference Data" that are marked with an asterisk (\*) require a response. These areas must be completed by the user before a license can be renewed using the online renewal system.

**Detailed License Information (continued):**

☐ No  
☐ Exempt (Per Iowa Administrative Code 481-31)

If YES, Please attach a copy of your national Certificate(s)  
If NO, Do you have a Person-In-Charge enrolled in Food Safety Training? ☐ Yes  
☐ No

If YES, Name, Date, and Location of Course:

**Select "Save Reference Data" after making changes to the Business Program Reference Data.**

**Save Reference Data**

Attachments		
File Name	Description	Delete
<b>Add New Attachment</b>		

Gross Sales  
Please enter the Gross Sales amount.

Select "Add New Attachment" to upload the proof of gross sales for this license. Once this is selected, a window will pop up on the screen that will allow you to select a document from your computer to upload. Acceptable documentation for proof of gross sales includes: quarterly sales tax returns, a statement from a CPA, or a page from an income tax statement showing gross food and beverage sales. Proof of gross sales will be reviewed before a license is issued.

**NOTE: If proof of sales is not attached and if the gross sales amount is not entered into the field provided, the maximum fee level for the license will be due upon checkout.**

Enter the applicable gross food and beverage sales amount for this license in the space provided. This amount **must** match the proof-of-sales documentation that is attached in the "Attachment" section.



## Paying for an Unattended Food Establishment License

Once business and license information is updated, gross sales data is entered, and documentation is attached, the licenses may be added to the shopping cart.

The screenshot shows the Iowa Facility Portal interface. At the top, there are navigation links: Home, Tools, and Logout. Below this is a search bar labeled "Filter by Business Name". A modal dialog box is open, titled "iowabeta.usasafoodsinspect.com says", with the following text: "To renew, please enter gross sales in the space provided and attach proof of the gross sales reported on this program. D- Select Cancel to update information before renewing. D- Select OK to place the selected license in the shopping cart." The dialog has "OK" and "Cancel" buttons. Below the dialog, there is a table of licenses. The first license is for "MARK'S BAKERY AND CAND..." with license number "123094 - (1) - [icon]". The second license is for "MARK'S REST..." with license number "127815 - (1) - [icon]". A blue callout box points to the "Add To Cart" button for the first license. Another blue callout box points to the "OK" button in the modal dialog.

Add To Cart	License Number	Program Type	Name	Expire Date	Status
<input type="checkbox"/>	170937	Retail Food Est...	-	1/9/2019 (9 days)	Active
<input type="checkbox"/>					
<input type="checkbox"/>					

Select the "Add To Cart" box to place this license in the shopping cart.

Upon selecting "Add To Cart," this reminder will appear. Selecting "Cancel" will allow you to attach and enter this information. Selecting "OK" will add the selected license to the shopping cart.

Once the user has successfully placed a license in the shopping cart, the shopping cart contents should be reviewed for accuracy before checking out. To view the shopping cart contents, select the shopping cart icon.

A license can be removed from the shopping cart by clicking the “X” or by unchecking the “Add to Cart” box.

Each license that has been successfully added to the shopping cart is identified by the license number (e.g., 194475). Payment details are also provided in the cart. Late payments will have penalty fees included.

The screenshot displays the 'Facility Portal' interface. On the left, there's a sidebar with 'Home', 'Tools', and 'Logout'. The main content area is titled 'Facility Portal' and shows a form for 'Unattended Food Establishment'. The form includes fields for 'Name', 'Address', and 'Facility Information'. A table lists items in the shopping cart, with columns for 'License Number', 'Name', and 'Add to Cart'. The cart items are: 'Renewal - 194475 - UFE - \$150 Annual Sales of \$100,000 or more' and 'Base Cost: \$150.00'. The total is \$150.00. A green 'Checkout' button is at the bottom right. A red notification icon is in the top right corner.

License Number	Name	Add to Cart
123094 - (1) - [X]		
170945	Unattended Food Establishment	

Facility Information

Name of the Business or Building where the Unattended Food Establishment will be located \*

test entry

Is this establishment located in an area of the building that has controlled entry to the establishment that is not accessible to the public? \*

Yes

Will the establishment be equipped with refrigeration or freezer units that have self-closing doors that allow food to be viewed? \*

Yes

**CART**

Renewal - 194475 - UFE - \$150 Annual Sales of \$100,000 or more  
Base Cost: \$150.00

Total \$150.00

There will be a \$1 bank fee added at checkout.

\* A \$1 transaction fee will be added at checkout for ePayments (EFT, ACH, bank transfers).

\* A 2.5% transaction fee will be added at checkout for credit and debit card payments.

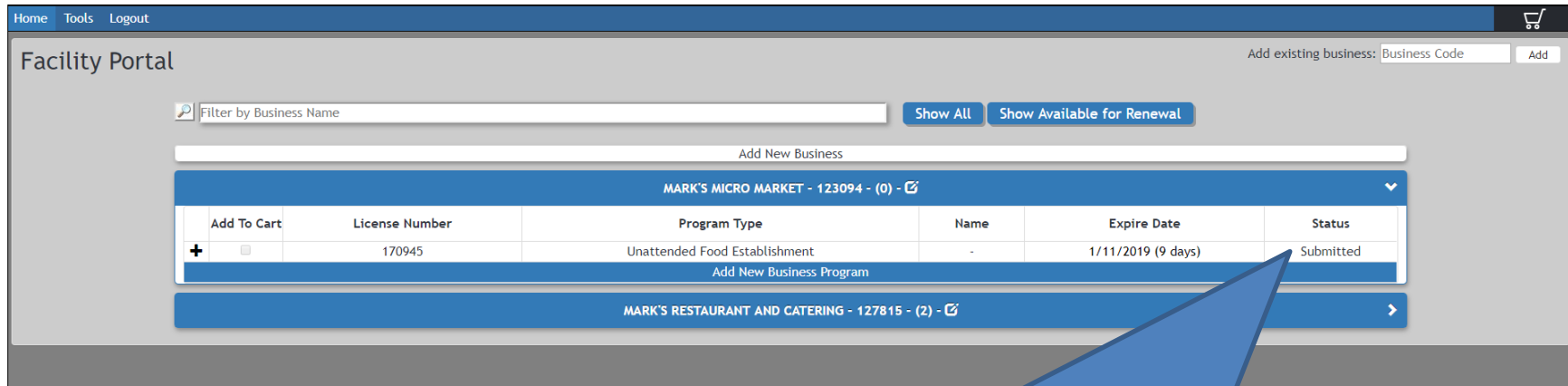
Checkout

Once the shopping cart contents have been reviewed for accuracy, the user may proceed by selecting “Checkout.” Selecting “Checkout” will redirect the user to the Iowa e-payment screen.

**NOTE: Both Electronic Fund Transfer (EFT) AND credit/debit card payments are accepted. There is a \$1 transaction fee for bank transfers and a 2.5% transaction fee for credit and debit cards.**

Once the payment process is complete, the user will receive a payment confirmation number which may be printed and maintained as proof of payment. After receiving the payment confirmation number, please log back into the Iowa Online Food Licensing System to ensure the selected license or licenses are in a “Submitted” status. If the license you selected is not in a Submitted status, please contact the regulatory authority.

**NOTE:** Licenses that are in a Submitted status are NOT approved. Once the regulatory authority has approved the license, the status will be shown as “Active.”



The screenshot shows the 'Facility Portal' interface. At the top, there are links for 'Home', 'Tools', and 'Logout'. Below this is a search bar labeled 'Filter by Business Name' and two buttons: 'Show All' and 'Show Available for Renewal'. There is also a section for 'Add existing business:' with a 'Business Code' input field and an 'Add' button. The main content area displays a table of licenses. The table has columns: 'Add To Cart', 'License Number', 'Program Type', 'Name', 'Expire Date', and 'Status'. One license is listed: 'MARK'S MICRO MARKET - 123094 - (0) - [icon]'. The license details are: License Number 170945, Program Type Unattended Food Establishment, Name -, Expire Date 1/11/2019 (9 days), and Status Submitted. Below the table, there is a button 'Add New Business Program' and another section for 'MARK'S RESTAURANT AND CATERING - 127815 - (2) - [icon]'.

Add To Cart	License Number	Program Type	Name	Expire Date	Status
<input type="checkbox"/>	170945	Unattended Food Establishment	-	1/11/2019 (9 days)	Submitted

Licenses that are in a “Submitted” status have NOT been approved. The approval process occurs after submission. The documentation that has been provided will be reviewed before approval. Once the license has been approved, the status will change back to “Active.” Please log into the Iowa Online Food Licensing system to view the status periodically.